

JOB TITLE: Administrative Board Secretary **GRADE: H-3**
DEPARTMENT: Board of Appeals & Community Development **DATE:** April 2014

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

Routine to complex secretarial and administrative work of a moderate degree of responsibility; related work as required.

SUPERVISION RECEIVED:

Provides direct administrative & technical support to the Zoning Board of Appeals and the Community & Economic Development with administrative and operational supervision of the Community & Economic Development Director. Also receives direction from ZBA Chair as needed for ZBA matters.

SUPERVISION EXERCISED: None.

DISTINGUISHING CHARACTERISTICS:

1. Performs variety of routine to complex secretarial, administrative and/or specialized functions, following departmental rules, regulations, and policies requiring the ability to plan and perform operations, to complete assigned task or tasks according to prescribed time schedule, but referring unusual problems to superiors.
2. Exercises limited specialized judgement and decision making in providing explanations to public and agents without violating interpretive authority.
3. Intra-departmental communication and mutual coordination necessary to perform numerous assignments.
4. Performs routine or standardized work which involves choice of action, requiring the application of established rules and procedures that may affect the quality, accuracy or utility of results.
5. Work involves frequent public contact with the general public and their professional representatives as well as public and private agents, to obtain or to furnish information. This interaction requires tact and a knowledge of departmental policies, rules and regulations, as well as relevant federal and state regulations.
6. Errors of omission or commission may result in substantial cost due to inaccuracies in reports or basic records and resulting in failure to maintain the desired standard of a major municipal service or in possible legal action.
7. Serves as back-up to related positions.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

EXAMPLES OF WORK: Including but not limited to:

1. Performs secretarial duties for meetings, such as preparing agendas, takes, transcribes and presents in report form minutes of meetings and hearings, as well as dictation and transcription of correspondence and memoranda. Handles daily correspondence and inquiries from the public. May attend non-department/division meetings as directed reporting relevant information, directions, findings, requirements, etc. Sets up appointments; greets visitors. Attends all Board meetings whether scheduled for daytime or evenings, including “executive sessions” relative to Board matters, discussions, legal issues, etc., collects and correlates data which can often be of a confidential nature which must be maintained and prepares findings and recommendations.
2. Maintains all files in coordinated system; assembles pertinent correspondence and other documents for meetings and distribution. Acts as keeper of the records.
3. Receives verbal and written inquiries and complaints from the public and resolves or relays them for appropriate action.
4. Assists in development of operating and capital budgets by researching future costs, past expenditures, available options, etc. then compiling and inputting requests into town-wide budget preparation systems. Secures supplies, monitors expenditures, processes payments.
5. Assists in review of relevant by-laws and regulations, providing, when requested, research and input relative to day to day ramifications of implementation. Responsible for updating any amendments, changes, additions or deletions to By-Laws that Town Meeting has passed as well as updating any rules and regulations as amended.
6. Coordinates and implements with direction, local, federal and state procedural and regulatory requirements which could be of legal and fiscal consequence (posting, notice, appeals, advertising, deadlines, etc.).
7. Develops and maintains working knowledge of Massachusetts General Laws, Chapter 40A & 40B and all provisions of Zoning Board of Appeals rules and regulations, including thorough knowledge of advertising, filing and hearing deadline requirements.
8. Assists applicants and attorneys in the preparation of application for a Public Hearing.
9. Drafts and forwards for publication all legal notices, processing of legal documents, etc.
10. Establishes meeting agenda, notifying participants, researching issues, assuring necessary documents are provided to all participants and pre-meeting opinions, determinations, etc. are part of documents/meeting.
11. Follows through on meeting outcomes fulfilling legal, procedural and past practice mandates.
12. Researches projects, issues and background for Board.
13. Communicates and interacts with the Building Inspector/Zoning Enforcement Officer, Community & Economic Development Director, Town Counsel, Town Engineer, and/or applicant and/or their representatives on regular basis to establish and maintain smooth, valid, reliable, consistent procedures and information.
14. Prepares documents for court and may testify in court.
15. Functions as member of Community Development administrative support team.

DESIRABLE QUALIFICATIONS:

Training and Experience: High school graduation with two years of secretarial school training and three years of paid secretarial experience or high school graduation with five years of paid clerical and secretarial experience; or any equivalent combination of education and experience. Experienced in and comfortable with relevant computer applications, i.e. database/spreadsheet/word processing. Status as Notary Public desirable. Paralegal training or experience desirable.

Knowledge, Abilities and Skills: Considerable knowledge of administrative policy and of the technical aspects of the program or programs which are identified with one or more major municipal services. Ability to self-initiate the updating of this knowledge to be current. Knowledge of operations of major utility provision desirable. Ability to respond verbally or in writing to general or specific questions as to policy or procedures clearly and concisely with consideration of positive public relations and to recognize those areas for which inquiries should be referred to a superior or to a policy board. Must possess demonstrated competence and skill in shorthand/speedwriting, typing and computer usage. Ability to read plans, blueprints, etc. desirable.

TOOLS AND EQUIPMENT USED:

Typewriter, personal computer, including word processing, spreadsheet and data base software; mainframe computer terminal; 10 key calculator; telephone; copy machine; fax machine and 2-way radio.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and peripheral vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is normally performed in an office.

The noise level in the work environment is moderate, with high public traffic.

New: 1984 (Board Secretary)
Revised: November 1996
Revised: August 2000
Revised: February 2012
Revised: April 2014